

## TOTAL LIFE CYCLE COST

Due to the magnitude of this project, it is imperative to the Division to understand the “total life cycle cost” of the your proposal in the context of a complete technology solution for the entire state. To the extent possible, please complete the attached worksheet entitled JTAC “TOTAL LIFE CYCLE COST ESTIMATE.” It should be noted that the template is only intended to be a guide.

## LICENSE

1. Please describe in specific detail the nature of your licensing arrangement for each of your products included in the proposal and any limitations you may place on their use. Specifically, address our ability to access the source code to make modifications. It is the desire of the Division that the judicial and clerk community will be able to access these tools without limitation. We prefer to obtain an enterprise license that is not based on individual users or the number or size of servers.

ACS Response:

We are providing an unlimited user, one-time enterprise wide license for the state for the courts that have the system locally in the “on-site” model. All source code as well as the development tools required to modify the source code is included. The license is a perpetual use license, and may be used on any supported hardware for any number of users, without restriction. ACS has proposed an annual service fee for those jurisdictions supported under the “application outsource” model as opposed to an up-front license fee. It is presumed that for those jurisdictions that operate in the “application outsourcing” model, they will not have the need to access the source code since they are running a single instance of the system remotely.

2. ACS -- It is NOT clear from your proposal at what point the Division will start being charged ANY on-going fees. Do these fees start to accrue once the entire project has been completed or after a successful implementation in a particularly county?

ACS Response:

On going fees for TCP, Oracle and Application Outsourcing hosting services start in year one for the pilot installations. In the second year, additional on-going fees will begin for the statewide rollout.

3. ACS -- If the Division modifies the source code of the product and provides those modifications to ACS, will ACS support those modifications?

ACS ResponseACS would be willing to consider providing support services for Division built modification at an additional support cost.

## Consultant Expense Allowance

4. ACS -- It is not clear from your proposal if ANY costs associated with living and travel expenses of your employees/consultants are included in the price of your proposal. If not, please estimate.

ACS Response:

Under the current implementation plan, total estimated travel expenses are \$2,500,000.

## Content Management System

5. ACS -- It is our understanding that your proposal does NOT include a content management system. Please confirm.

ACS Response:

Oracle9i Portal includes a number of features supporting content management through the web. The Oracle Portal is included with the Oracle9i Application Server Enterprise Edition included as part of the proposal.

## **Accounting/ Financial Package**

6. **ACS -- It is our understanding that your proposal does NOT include a comprehensive accounting/ financial package. Please confirm.**

ACS Response:

The ACS Justice Information System (ACS JIS) does include a comprehensive accounting/financial package. The functional components include Accounts Receivable, Accounts Payable, and an integrated General Ledger to manage the debits and credits associated with AR and AP transactions. As these features are integrated into the case management system, financial records are accessible from anywhere within the application by selecting the appropriate screens and windows. These features can be security protected so that only authorized users have the ability to process and/or view financial records. ACS JIS also incorporates Multi-location Accounting (MLA) so that separate jurisdictions may share the same database for processing case-related records while maintaining separate accounting records.

## **Web / Internet Portal**

7. **ACS -- It is our understanding that your proposal does NOT include a comprehensive Web/Internet Portal besides your CourtConnect product. Please confirm.**

ACS Response:

The ACS solution includes the Oracle9i Portal software as a component of the Oracle9i Application Server configuration.

Oracle9iAS Portal is a complete, browser-based software framework for developing, deploying, administering, and configuring enterprise class e-business portals. Built-in features designed specifically to address demanding portal requirements take the complexity out of creating an e-business portal. Tight integration with Oracle9i and Oracle9i Application Server enable a wide range of configurations and ensure a rock-solid, secure, and reliable implementation that scales to meet the needs of growing businesses.

With Oracle9iAS Portal, organizations have a means to provide employees, agencies, and jurisdictions with consistent, efficient access to enterprise information and the tools they need to be more effective in their daily business tasks. Oracle9iAS Portal accomplishes this by providing:

- **Single Point of Interaction** - an extensible portal framework provides integration and standardized access to enterprise information, while a flexible working environment allows organizations, departments, and individual users to personalize their portal experience
- **Integrated Set of Portal Services** - self-service portal services empower users and developers to organize and publish information and build applications
- **Complete Deployment and Administration Environment** - a Web-based environment, tightly integrated with Oracle9i Application Server and Oracle9i database, allows IT to easily and effectively manage portal deployment and administration.

Oracle9iAS Portal manages the portal user experience through the creation and administration of portal Web pages. These pages can take on a variety of forms. Each page is dynamically assembled and formatted according to the portlets and layout defined for that page.

Any user can create and/or customize a page. A simple wizard defines the layout and style of the page, the portlets to be placed on the page, and page access privileges. Page layout options allow users to define a wide range of page geometry and to control the display of portlets within the geometry. Portlets within a page region can be aligned vertically, horizontally or grouped into tabbed regions. Page styles allow users to specify text and color settings for the portal page, either by choosing from a pre-defined style or creating a new one. In this way, Oracle9iAS Portal users can personalize their portal experience to suit the way they work and the applications they access. For installations where corporate look-and-feel must be maintained, portal-level settings allow the portal administrator to limit the selection to specific, approved styles and layouts.

Portal administrators use this same page creation mechanism to create and publish default public pages, page templates (that individual users can further customize), or pages specific to a line of business. Portlets that access applications or content sources which are meaningful to particular sets of users can be assembled, published within a page, and made available immediately. For example, a sales page could expose a set of portlets that provide news tailored to sales personnel, customer sales information from internal databases, a contact management system, a collaborative workspace, etc.-all accessible from a single page.

Access to content and applications within the portal is governed by security privileges at the page and portlet level using Oracle9iAS Portal security (users and user groups). Each user can access public pages as well as those portlets and pages to which he/she has been granted access privileges.

Oracle9iAS Portal empowers users to share and manage information by providing an integrated set of features for document publishing, file upload, page formatting, and access control. Creating an informational item is simply a matter of the information owner following a series of steps within a wizard that defines the desired item attributes (title, description, author, etc.). The items themselves can have a wide range of informational content, including single or multiple files, simple text, URLs, images, PL/SQL procedures, Java components, and dynamic application components. File-type items such as documents are simply uploaded into the portal via a standard Web browser and managed within the underlying Oracle8i database.

Pre-defined item categories and perspectives provide a powerful classification mechanism for information owners to group similar or related items. Additional features such as item version control, check-in/check-out, expiration, and automatic indexing support collaborative document creation, ease content management tasks, and make finding published items very easy.

In addition to file-type content, information from Oracle databases can be easily integrated into Oracle9iAS Portal. Oracle9iAS Portal includes a library of data-driven components that can be used to interact with the Oracle database and then seamlessly embed information within a portlet on a portal page. Components include Javascript-enhanced data entry forms, column-style reports which output in HTML, plain text, or MS Excel formats, customizable HTML bar charts, and several other components useful for publishing data from an Oracle database.

A wizard-based, declarative design environment guides developers through the steps of defining an application data model and building dynamic HTML application components. No scripting or in-depth knowledge of SQL syntax is required. The component author can construct complete applications without coding. Experienced users can insert their own SQL statements to drive their components with customized logic.

While powerful on their own, these components also can be connected to produce complete Web based database applications. For example, an employee expense chart may link to a report that details individual expenses. In turn, that report might link to a form that allows an accounts payable representative to see and modify the details of a particular entry. Creating such an application is made easy through the use of a navigator tool that allows developers to access, take actions (browsing, granting privileges, exporting and deleting), and keep track of all the pieces that make up an application, including components and database objects.

8. **ACS -- It is our understanding that your proposal does NOT include collaboration software. Please confirm.**

ACS Response:

ACS has not proposed collaboration software.

## **LDAP Software**

9. **ACS -- It is our understanding that you are prepared to integrate your solution with LDAP Software. Please confirm. It is not clear to us if your solution already includes LDAP functionality.**

ACS Response:

The ACS Justice solution utilizes Oracle Internet Directory (OID), an LDAP v3 compliant directory service, for database naming services. ACS will use OID for support of single sign-on with the Oracle9i Portal solution. OID also provides a development toolkit that supports interaction between OID and other LDAP v3 services that may be in place.

## **Listserv Software**

10. **ACS -- It is not clear if integrating Listserv Software is included in the price of your proposal. Please explain.**

ACS Response:

ACS has not proposed listserv software.

## **E-mail Software**

11. **ACS -- It is not clear if integrating E-mail Software is included in the price of your proposal. Please explain.**

ACS Response:

The integration of ACS Justice with e-mail software would be a separate quote. This would be in addition to the proposed price.

## **Network and Systems Management**

12. **ACS -- It is our understanding that your proposal does NOT include any network and systems management software. Please confirm.**

ACS Response:

For those counties that were proposed under the “on-site” model, network and system management software were not proposed. It is assumed that those jurisdictions will continue to utilize the same network and system management software that they have already standardized on. For the remaining jurisdictions that are using the “application outsource” model, ACS has network and systems management software already in place in its data centers.

## **Database Performance Monitoring**

13. **ACS -- It is our understanding that your proposal does NOT include any database performance monitoring software. Please confirm.**

ACS Response:

The ACS proposal includes the Oracle9i Enterprise Manager as part of the Oracle9i Enterprise Edition database.

The Oracle Enterprise Manager includes the Oracle Tuning Pack® which is a set of applications integrated with Enterprise Manager® that provides automated database analysis and tuning. The Tuning Pack identifies opportunities to increase database performance by tuning database instance settings, indexes, SQL and space usage. Proactive database tuning with the Tuning Pack can increase system responsiveness and reduce the cost of database maintenance.

#### Optimize Database Service Levels

The Oracle database is built for high performance "out-of-the-box". With Oracle9i, the database server can automatically adjust itself to your unique resource requirements with new self-tuning features such as dynamic memory management allowing you to maintain high performance and service availability with minimal effort. Oracle's self-tuning features let you focus your attention on other factors that can impede performance, such as missing indexes and high impact SQL statements. The Tuning Pack is targeted at these and other tuning opportunities that take time and expertise to analyze and resolve, including:

- SQL Tuning -- The Tuning Pack identifies and tunes high impact SQL
- Optimal Data Access -- The Tuning Pack evaluates the database's indexes and recommends new indexing strategies.
- Space Management -- The Tuning Pack identifies and eliminates space usage problems.
- Instance performance -- The Tuning Pack augments the self-tuning capabilities of the Oracle instance, focusing key database initialization parameters involved in SGA, sorting, I/O, Parallel Query, and Oracle® Parallel Server performance, operating system-specific parameters, and resource contention problems.

The Tuning Pack was created by Oracle's own database experts and is based on a set of rules designed to perform complex database tuning analysis. Data collected by the Oracle Tuning Pack is fed into the rules along with other information supplied by the user. The Oracle Tuning Pack applications evaluate the database, looking for tuning opportunities, and produce recommendations for tuning improvements. Recommendations are not made in isolation, only to cause problems elsewhere. Scripts and reports can be automatically generated to support the analysis and implementation of the recommendations.

## **Change and Configuration Management**

### **14. ACS -- It is our understanding that your proposal does NOT include any change and configuration management software. Please confirm.**

ACS Response:

ACS has not proposed change and configuration management software as part of the solution. However, ACS has developed a mature set of change management and configuration management practices based upon SEI CMM and includes CA Harvest as ACS' internal CM tool.

At ACS, Software Configuration Management establishes and maintains the integrity of all work products created throughout a project's lifecycle. These activities identify the configuration of the software at points in time, control changes to the configuration, and maintain the integrity and traceability of the configuration through the project lifecycle.

ACS has a well-defined process for Configuration Management based on SEI CMM. The process is designed to provide the following key benefits:

- Integrity is maintained for configuration items/units throughout the project's life cycle.
- Changes are effectively controlled and managed throughout the life cycle.
- Conflict is reduced by coordinating access to configuration units throughout the life cycle.
- Communication is improved via change control and CM status reporting.
- Historical information is maintained over time for configuration units/items.
- Quality is improved due to more effective configuration management.

ACS is fully capable of supporting change and configuration management requirements for Indiana, and can provide a variety of options to fit your specific requirements.

## **Datamodeling Tools**

- 15. ACS -- It is our understanding that your proposal does NOT include any data modeling software. Please confirm.**

ACS Response:

ACS provides high level ERD diagrams as part of the ACS Justice Information System Technical Reference Manual. ACS has not included additional data modeling software in the proposal. A wide range of software products are available including Oracle Designer, ERWIN, and Visio that can support this feature if required by Indiana.

## **Cross Entity Data Transformation**

- 16. ACS -- It is our understanding that your proposal does NOT include cross entity data transformation software. Please confirm.**

ACS Response:

ACS has proposed Oracle InterConnect, a component of the Oracle9i Application Server, for cross entity transactions and queries. This tool provides a hub and spoke architecture which consists of a common shared view of data as the hub and the multiple agencies configured as the spokes. In this architecture, the shared view of the data maintains the relationship between the agencies and can be evaluated for changes as new data and transactions are required for agencies. Oracle InterConnect includes development tools in support this transformation requirement.

## **Report Generation Tools**

- 17. ACS -- It is our understanding that your proposal does NOT include any report generation software. Please confirm. It is also our understanding that the Division will be required to create/design any reports we desire.**

ACS Response:

The ACS Justice Information System utilizes the Oracle RDBMS, and the development tools from Oracle9i Application Server (Oracle 9iAS). Oracle Reports is included as part of the Oracle products already proposed and can be used to generate ad-hoc reports. As part of the implementation services proposed by ACS, we have included a pool of hours to develop standard reports for the state. In addition, we have included classroom training on report writing to help the state be able to develop its own reports.

## **Bi-Directional Integration and Connectivity Tools**

- 18. ACS -- It is our understanding that your proposal does NOT include any bi-directional integration and connectivity software. Please confirm.**

ACS Response:

ACS has proposed Oracle InterConnect, a component of the Oracle9i Application Server, for integration and connectivity between agencies.

Oracle9iAS InterConnect speeds design, deployment, and maintenance of integration solutions. Oracle9iAS InterConnect does this by providing an extensible framework and highly productive tools that enable implementers to focus on business requirements rather than the low-level technical details of the implementation. Further, Oracle9iAS InterConnect reduces cost and complexity by providing a single offering for A2A, B2B, and ASP integration requirements. Organizations can leverage the same skills to implement both internally and externally oriented integration offerings.

### Common view

The common view consists of a list of such integration points, each with its own associated data. Applications participate in the integration by binding to one or more of these common view integration points.

In the context of each binding, applications have their own application view of data that needs to be exchanged. Each binding involves mapping, or transformation, between the application view and the common view in the context of the integration point. In this model, the application views are at the spokes and the common view is the hub.

### Hub /spoke

This hub-and-spoke model has the following advantages:

- Loosely coupled integration
- Applications integrate to the common view, not with each other directly. This reduces the number of integration interfaces.
- Easy Customization - Changes in application views due to application upgrades are localized. The changes in the upgraded application should only be reflected through changes in its application view and mappings to the common view. In other words, only the spoke of the changed application needs to be re-mapped to the hub. The other spokes and their relationships with the hub remain unchanged.
- Easy Extensibility - Applications can be added or removed from the integration scenario without affecting other applications. For example, if a new application is added to the integration scenario, it must define its spoke component (the application view) and map that to the hub (common view) on a per integration point basis. This exercise does not affect other applications in the integration.
- Enhanced Reusability

19. **ACS-- It is our understanding that your proposal does NOT include real time Bi-Directional connectivity to the ISP, BMV, DOC, FSSA, Proslink, Quest, and Justis databases. To achieve this goal, the Division would have to negotiate further with ACS.**

ACS Response:

ACS did not include the above mentioned interfaces as part of its' proposal. ACS would require additional information about what is desired in each of the interfaces, and how the state would like the interface to be built. The ACS solution does include the Oracle Interconnect tool which will facilitate the building of these interfaces in a modern, robust environment that will make both their creation as well as on-going support less expensive.

## **Assets Management**

20. **ACS -- It is our understanding that your proposal does NOT include any assets management software. Please confirm.**

ACS Response:

ACS did not include Asset Management software in it's proposal. It has been assumed that each jurisdiction would own all desktop computers and any other hardware/software installed locally, and as such, would utilize their current asset management methodology. ACS has asset management software already available in it's data centers, and if desired, could be utilized as part of the services that ACS provides. If the state desires to centrally manage all assets itself, and does not already have a data center with this software, then ACS would be happy to review products such as Remedy or Heat that handle both Helpdesk Support as well as Asset Management.

## **Helpdesk Support**

21. **ACS -- It is our understanding that your proposal does NOT include any helpdesk support software so that the Division can run its own help desk. Please confirm.**

ACS Response:

ACS did not include Helpdesk software in its proposal since the ACS proposal assumes that ACS will provide Helpdesk Support to the Division. ACS has deep functional and technical knowledge of its applications and it provides help desk services both on its own applications as well as other applications. ACS already has a number of commercial Data Centers located across the U.S. and has all of the software, hardware, and physical facilities that would be required to support centrally hosting the ACS solution. As such, our proposal has taken advantage of this pre-existing economy of scale as opposed to proposing to purchasing this infrastructure.

ACS has asset management software already available in its data centers, and if desired, could be utilized as part of the services that ACS provides. If the state desires to centrally manage the help desk support itself, and does not already have a data center with this software, then ACS would be happy to review products such as Remedy or Heat that handle both Helpdesk Support as well as Asset Management.

## **Remote Control Access**

**22. ACS -- It is our understanding that your proposal does NOT include any remote control access software. Please confirm.**

ACS Response:

ACS did not include Remote Control Access software in its proposal. In our proposal, we assumed that the majority of the jurisdictions would be operating in the "application outsource" model. Since those jurisdictions would be on a centrally located server supported by ACS already, no remote control access software would be required.. A single license for each of the "on-site" jurisdiction would be required. That cost was not included in our proposal.



## **Anti-virus Software**

- 23. ACS -- It is our understanding that your proposal does NOT include any anti-virus software. Please confirm.**

ACS Response:

ACS did not include Anti-virus software in its' proposal.

## **Hardware/Tools**

- 24. ACS -- Please describe the nature of and cost of the required servers to implement your solution.**

ACS Response:

ACS included the hardware capacity and costs associated with running all of the "Application Outsourcing" sites in its proposal. Hardware will be required for each of the "on-site" jurisdictions. The specific hardware will vary depending on the size of the jurisdiction, but most of the jurisdictions will require a Database Server, Application Server, and a Http Server. The cost of the equipment is estimated to be \$100,000.00 per jurisdiction.

## **Conversion of Legacy Data**

- 25. ACS -- Your proposal seems to include the cost of converting data for the 12 largest counties in the state. Can you provide us with a cost estimate for the remaining 80 counties?**

ACS Response:

ACS data conversion services range from providing full conversions to conversion assistance. Without knowing the variations of systems currently in use, ACS cannot provide a cost for all 80 counties. Without knowing the extent of each counties automated processes, or lack thereof, it is difficult to provide an estimate. Economies of scale could be realized for counties currently operating under the same version of software and following the same business practices as it relates to the software.

## **Best Practices Consulting**

- 26. ACS -- Prior to implementing any CMS it is a good idea to review current practices to avoid automating inefficient practices. Does your gap analysis include for Marion County this type of consulting?**

ACS Response:

With all ACS implementations, we conduct Court Process Reviews to become familiar with the courts' operations and provide input for best practices. Under the ASP option, it was assumed that ACS would conduct these sessions at a central site with the outcome being applied across the State.

In addition, a gap analysis proposed for Marion County included courts process reviews where ACS Functional Consultants would evaluate current practices and make recommendations as to how the practices fit into the functionality of the ACS Justice Information System. Additionally, an interface strategy session would be conducted to determine the need and complexity of interfaces.

## **Project Oversight Review**

- 27. ACS -- By any measure, the magnitude of this project is daunting for the Division. Do you think it would be helpful to bring in a third party, such as the Gartner Group, to make sure the project stays on track and that the terms of the contract are followed?**

ACS Response:

ACS believes that the state will likely require additional resources to both manage the project and potentially to provide contract compliance. The state may find it easier to hire experienced resources from a third party rather than hire them itself. It is common for customers such as the Division to utilize third party consultants as part of the project. National firms such as Gartner, or local ones such as Crowe Chizek are certainly worth consideration.

## **Training**

- 28. ACS -- On page C-7 you describe your training program. It is not clear if any of the “Additional Application Training Services” are included in your proposal.**

ACS Response:

All services listed on page C-7, with the exception of Training Material Development and Product Certification, are proposed for the local on site implementations as well as the initial start up training. The counties utilizing the ASP model would receive the task based training as described in the proposal response.

## **Documentation**

- 29. ACS -- Knowledge transfer is absolutely a must for any successful implementation. What assurances can you provide that items will be documented and knowledge transferred to the Division?**

ACS Response:

ACS has developed a mature set of change management and configuration management practices based upon SEI CMM and includes CA Harvest as ACS' internal CM tool. This methodology assures the Division that all elements of the project are appropriately documented, and provides for an organized method of knowledge transfer. ACS further provides thorough functional and technical training of its solutions as well as complete functional and technical documentation.

## **Office Space**

- 30. ACS -- Please describe the size and type of office space needed for your project staff that the Division will provide.**

ACS Response:

ACS would request that the State to provide office/cubicle space with network connectivity, telephones, appropriate furniture and access to fax and copy machines.

## **References**

**Please provide two to three references for the following:**

- 31. Clients that can discuss your CMS.**

ACS Response:

Attached to this response is a list of references that may be contacted.

**32. Clients that can discuss your experience in large IT rollouts.**

ACS Response:

Attached to this response is a list of references that may be contacted.

**33. Clients that can discuss the specific project managers for this project.**

ACS Response:

Attached to this response is a list of references that may be contacted.

**34. ACS -- Clients that have direct experience with your ASP model.**

ACS Response:

ACS is preparing a list of clients that have direct experience with our ASP services and will be provided to the Division as a follow-up to this document.

**35. ACS -- Please describe any and all lawsuits, concerning the products you are proposing, filed against your company within the last 7 years.**

ACS Response:

As with other corporations that are similar in size and revenue, ACS is a party to litigation from time to time in the ordinary course of business. For various business and legal reasons, ACS generally does not disclose details regarding any current or past litigation. However, ACS has no legal action currently outstanding that, in our opinion, would materially impact our financial position or our ability to fulfill any of our present or anticipated contractual obligations, including the contractual obligations which would be undertaken pursuant to agreements that may be entered into between ACS and the State of Indiana.

**36. ACS -- Your proposal envisions 80 counties utilizing an ASP model via ACS. What would be the cost to implement locally the ACS solution or in Indianapolis?**

ACS Response:

ACS has not modeled the costs for the above request at this time. ACS can support each of these deployment options if desired by the Division.

**37. ACS -- What kind of bandwidth will be required of the counties utilizing the ASP model?**

ACS Response:

Bandwidth will be dependant on the actual use of the end user and can range drastically on a user by user basis. However, ACS has estimated that each concurrent user will require approximately 1,000 bytes/second of network bandwidth.

**38. ACS -- What versions of Microsoft Office is your CMS compatible with?**

ACS Response:

The ACS Justice Information System is compatible on with a variety of desktop environments, including Microsoft Windows 95, Windows 98, Windows NT, and Windows 2000.

**39. ACS -- Are addresses and other basic information in a standard required format?**

ACS Response:

Most data fields in ACS JIS are standardized so as to ease data entry, retrieval, and reporting. Address information consists of the following data elements: Three free-format address lines, dedicated fields for City, State (code-driven), County (code-driven), State (code-driven), Country (code-driven), and Zip Code (accessible from a table of established zip codes).

**40. ACS -- When parts of the case are confidential such as a social security number, how does your program limit access?**

ACS Response:

Several fields within ACS JIS allow for screen level security. For example, parties on cases may be secured so that only users with the appropriate security levels associated to their IDs may access party records within a case. Other fields in ACS JIS may be secured through the use of the Oracle Label Security feature whereby any column within a table may be secured from specified users. This allows for field-level security on any data element within the application. This feature is administered through database tools by a technical user with the appropriate training.

**41. ACS -- When necessary to expunge a record or part of it, how does your program allow for this and redacting?**

ACS Response:

ACS JIS includes the ActiveArchive feature which allows for pre-defined rules regarding case retention. This feature allows for selected case records to be removed from the active database and sent to an archive database or have data removed from the database. The ability to redact specific image records will be a feature provided through the imaging vendor selected by your jurisdiction.

**42. ACS -- If files are both imaged and stored on microfilm, how ill your program flag the record so that the microfilm can also be redacted.**

ACS Response:

As described above, ACS JIS includes the ability to select cases for archiving or expungement. This process presents these cases on-line before allowing the user to complete the process. This list of cases may be used to identify case records associated with microfilm records so that a user may contact the appropriate personnel for microfilm record redaction.

**43. ACS -- How do you handle Lis Pendens?**

ACS Response:

Property over which the courts assume control in the processing of a case may be entered and tracked through the evidence/exhibit component to ACS JIS. This allows for any number of site-defined coded items with associated site-defined fields. In this manner, a piece a property may be entered with its associated characteristics. This component to ACS JIS also allows for tracking of these records as items may be moved from one location to another, returned to a party, or destroyed based on court order.

**44. ACS -- Will the system assign a case to a Court or Judge based on a random but equal (within a certain number of cases) criteria? What about override capability?**

ACS Response:

ACS JIS assigns cases on a truly mathematical random algorithm based on the types of cases judicial officers are profiled to hear. In this manner, ACS JIS ensures that cases are distributed on a basis not influenced by any other parameters aside from randomness. When a judicial officer is selected, the user may override this selection before saving the record. Judicial officers may also be replaced at any time in the life of the case while maintaining an audit trail of original assignments.

**45. ACS -- Does your CMS report defaulted bondsmen and forfeitures?**

ACS Response:

ACS JIS tracks defaulted bond information and can have the records transferred from one set of GL accounts to another upon completion of the default process. Bondsmen, sureties, agents, etc are associated with appropriate bond records.

**46. ACS -- How do you handle tax warrants, small claims judgments and foreign judgments?**

ACS Response:

Any service document may be produced from within the ACS JIS. Service of these documents may be tracked through the service document tracking functions. All manner of judgment types are entered as docket (case history) entry types established as judgment types. When making a judgment entry, ACS JIS allows capture of additional judgment related information including free-format text, judgment for (with amount), and judgment against (with amount).

**47. ACS -- Please explain how your debt collection service integrates with your CMS.**

ACS Response:

In jurisdictions across the U.S., ACS is able help it's clients increase their collections. ACS manages the debt collection service with commercial debt collection software located at its facilities. ACS can fully automate the debt collection process by identifying "aged-receivables" within the ACS Justice Information System (ACS JIS), electronically send the accounts to the ACS debt collection system, collect the bad debt, and then electronically interface the receivable into back into the ACS JIS system. This integration can perform the payment, and disperse the payment to the appropriate general ledger accounts.

**48. ACS -- How are judgments tracked and reported?**

ACS Response:

All manner of judgment types are entered as docket (case history) entry types established as judgment types. When making a judgment entry, ACS JIS allows capture of additional judgment related information including free-format text, judgment for (with amount), and judgment against (with amount). These records may be reported by using a ODBC-compliant report-writer to extract information in a format appropriate for the user, department, or outside agency to whom the information needs to be sent.

**49. ACS -- Explain your Garnishment recordkeeping, judgment payments, execution, satisfactions, and judgment index.**

ACS Response:

Judgments are tracked as previously described. Based on these judgments, an authorized user may establish judgment amounts, with associated restitution relationships if necessary, and record any payments against these amounts, produce restitution checks as necessary, and record final satisfaction of judgment upon completion.

- 50. ACS -- It is not clear from your proposal if the ACS Extended Case Information, ACS Accounting Management, and ACS ActiveArchive are included in the price provided. If not, please provide us with a price.**

ACS Response:

The ACS Extended Case Information, Accounting Management and ActiveArchive are included in the proposed price.

- 51. ACS -- Your ACS CourtConnect product depicted on page B-22 of your proposal appears to be a fairly canned product. To what extent will the Division be able to modify the data elements presented via CourtConnect?**

ACS Response:

The ACS CourtConnect product is a pre-built commercially available product that can be installed and operational quickly. It can easily be integrated into the states existing web presence. Since ACS supplies its' clients with both the source code to its applications as well as the development tools necessary to modify it, the state may modify CourtConnect at any time, as it desires.

- 52. ACS -- While the PNCO focused on electronic notification, please explain how a post card or paper notification would work with your software?**

ACS Response:

All manner of notices, letters, and documents may be produced from within ACS JIS in a pre-defined format. These documents can include data elements from ACS JIS merged with boilerplate information. As these documents are produced through MS Word or WordPerfect, they may be in any format defined by authorized users.

- 53. ACS -- On page B-32 of your proposal you describe maximum wait times of 2, 4, and 8 hours for responding to help desk calls. This seems like a long time. Would the Division be better off bringing that functionality in house?**

ACS Response:

ACS significantly outperforms its published service levels. During the 2001 calendar year, ACS Hotline consultants responded to 42 percent of the calls placed in less than 30 minutes, and the majority of help desk calls within one hour. ACS understands that clients contacting the ACS Hotline are anxious to resolve problems as quickly as possible, and our consultants respond as promptly as is possible. ACS has full-time, dedicated staff assigned only to the ACS Hotline, and consistently earn praise for their level of service. We believe that the Division will be well served if it chooses to utilize ACS' help desk services.

- 54. ACS -- On page B-34 you seem to indicate that Product Support is required for three years. Is this the case even if we operate our own help desk?**

ACS Response:

ACS' Technical Currency Program (TCP), sometime referred to as Product Support not only provides our clients with application help desk assistance, it also includes product fixes, new product releases and participation in user community activities and communications. Some of our clients have a first level help desk to field all calls and to determine if they can be managed in-house. Any questions that they believe would better handled by ACS are forwarded to ACS and responded to promptly. Other clients have their users contact ACS directly. In either situation, ACS help desk has always proven to be an excellent value and has consistently been ranked the highest in customer satisfaction of all the ACS services. This service, which is part of the TCP service, can be complementary to an in-house help desk. To help ACS provide long-term planning for its' product development cycle, we request a three year agreement for TCP. As a participant in the TCP program, the state will be eligible to receive continuing functional and technical improvements of the product, thus insuring that the state has a modern case management system not only now, but in the many years to come. ACS is open to

discussing with the state a customized TCP support program that contemplates the states potential desire to provide it's own support services.

- 55. ACS -- On page C-11 you seem to state that you will only warranty your modifications for a period of 30 days. This seems awfully short. Would you be willing to extend that warranty for a period of 12 to 24 months?**

ACS Response:

The thirty-day warranty on modifications is ACS standard offering. If the State of Indiana desired to include modifications as part of the overall software maintenance agreement, ACS would be willing to negotiate with the State of Indiana for extended modification warranty services.

- 56. ACS -- Your proposal indicates that your company is a \$3 billion a year company but your annual report indicates that you are just over a \$2 billion a year company. Please explain the discrepancy.**

ACS Response:

The ACS Annual report reflects the financial status of our company for the 2001 fiscal year, which ended June 30, 2001. Since that time ACS acquired Lockheed IMS which was a \$1 billion dollar company with 10,000 employees making ACS the largest provider of information technology services in State and Local Government. Presently, ACS is now a \$3 billion company with 30,000 employees focused on delivery of technology services to our clients.

- 57. ACS -- Your response to 1.0.2.7 seems to indicate that your solution can integrate with third party report writers but does not have this functionality built into the system. Please confirm.**

ACS Response:

The ACS solution includes both On-Demand Printing, and Letter Generation that are internally imbedded tools that allow clients to generate their own forms, letters, and reports. Included in the Oracle toolset delivered with ACS JIS is the Oracle report-writing tool which may be used to create user-defined reports of data in the case management system. Some users, however, prefer other ODBC-compliant report-writers (e.g. Crystal Reports or MS Access) when creating custom reports. It is the non-Oracle report-writers which are not priced as part of this proposal. However, MS Access is provided as part of the MS Office Professional edition.

- 58. ACS -- Your response to 1.0.7.1 seems to indicate that if there is an upgrade to your product during the life of the rollout period, the Division would have to bare the burden of the cost associated with upgrading that product. Please confirm.**

ACS Response:

ACS has not priced any upgrade services costs associated with upgrading the product. Quite often clients are able to upgrade the software with minimal interruption of service and limited involvement from ACS.

- 59. ACS -- Your response to 1.0.8.1 indicates that ACS will negotiate with the Division on this issue. Does your proposal include an assumed negotiated price or would this cost be in addition to the proposed price?**

ACS Response:

ACS has included an assumed price for these services.

- 60. ACS -- What is the “additional charge” indicated in 1.0.8.4 for off-hour call support?**

ACS Response:

The additional charge would be determined based upon the level, hours and quantity of support required by the State of Indiana.

- 61. ACS -- Your response to 1.0.8.5 indicates the use of PC Anywhere for remote diagnostics. Is the licensing cost for 3,000 users included in the price of your proposal?**

ACS Response:

As stated above, ACS did not include Remote Control Access software in its' proposal. In our proposal, we assumed that the majority of the jurisdictions would be operating in the “application outsource” model. Since those jurisdictions would be on a centrally located server supported by ACS already, no remote control access software would be required.. A single license would be needed for each “on-site” jurisdiction, but would not be required for each individual user in the state.

- 62. ACS -- Your response to 1.0.8.7 indicates that ACS will negotiate with the Division on this issue. Does your proposal include an assumed negotiated price or would this cost be in addition to the proposed price?**

ACS Response:

In our response to 1.0.8.7 ACS states that delivery of new software releases are delivered on CD-ROM with one set of documentation. The client may choose to make additional copies of the CD-ROM for all users, print out multiple copies of the documentation manual or both.

- 63. ACS -- Your response to 1.0.10.1 indicates that ACS will negotiate with the Division on this issue. Does your proposal include an assumed negotiated price or would this cost be in addition to the proposed price?**

ACS Response:

The integration of the ACS JIS with various e-mail systems a jurisdiction may have was not included in the proposal. ACS would require additional information on what integration is desired as well as an understanding of how the email systems are deployed in order to provide an estimated cost. This cost would be in addition to the proposed price.

- 64. ACS -- Your response to 1.0.10.2 indicates the use of a third party CMS of our choosing. Does your proposal include the cost of a third party DMS or would this cost be in addition to the proposed price?**

ACS Response:

ACS Justice may be integrated with a DMS of your choosing. If your jurisdiction does not have a stated preference, ACS can recommend a DMS vendor with whose applications we have integrated in the past. Our proposal does not include the cost of a DMS.



- 65. ACS -- Your response to 1.0.10.4 indicates the use of a third party of our choosing to allow for electronic payment via the Internet. Does your proposal include the cost for this third party functionality or would this cost be in addition to the proposed price? In addition, your response references your eTraffic module. It is our understanding that your proposal does not include this module. If this is the case, what would be the cost of including it?**

ACS Response:

The ACS e-Traffic solution provides the efficiency of electronic payment of traffic citations over the phone or via the internet. This solution has not been included as part of the proposal.

- 66. ACS -- It is not clear from your response to 1.0.10.5 and 1.0.10.6 if a data warehouse component is included in the price of your proposal. Please explain.**

ACS Response:

ACS has included a data warehouse component as part of its' proposal. A data warehouse will be built to include all jurisdictions. This central repository will be able to produce management statistics and reports that will provide the state with a decision support tool that will enable it to more effectively manage the judicial enterprise. In addition, the database will provide the state and local governments a statewide master index to case information, including dispositions. The information in this data warehouse will be available to state agencies such as the Bureau of Motor Vehicles, the Indiana State Police, Department of Correction, the Family and Social Service Administration, various agencies of the Indiana Supreme Court and other public and private organizations that have a legitimate need and right to access the data. ACS proposed that the database be managed and secured by ACS IT operations professionals and run from the ACS Data Center.

- 67. ACS -- Your response to 1.0.10.7 indicates that ACS will negotiate with the Division on this issue. Does your proposal include an assumed negotiated price or would this cost be in addition to the proposed price?**

ACS Response:

ACS can integrate with the current CMS through a custom interface to the application. A quote for this interface can be provided after more detailed discussions take place as to the exact form and function of the needed interface. This would be in addition to the proposed price.

- 68. ACS -- Your response to 1.0.10.9 indicates the use of a third party, CourtLink. Does your proposal include the cost of this third party or would this cost be in addition to the proposed price?**

ACS Response:

The ACS/CourtLink solution is the premier e-filing solution for courts. The ACS/CourtLink solution can not only be implemented without any up-front cost, it can also be a potential revenue generator for the courts by potentially sharing in the electronic filing fees that are charged to the filing community. ACS looks forward to discussing this important solution with the state.

- 69. ACS -- Your response to 1.0.11.6 and 1.0.11.7 indicates the use of a third party, Syscon. Does your proposal include the cost of this third party or would this cost be in addition to the proposed price? It is our understanding from your response to these two items that your system does NOT have these components. Please confirm.**

ACS Response:

While ACS covers the vast majority of requirement in this area, our software does not have these two components as outlined in 1.0.11.6 and 1.0.11.7. These functions could be provide with the inclusion of Syscon software. The price for the Syscon solution has not been provide at this time.

- 70. ACS -- Your response to 2.2.5 indicates that ACS will negotiate with the Division on this issue. Does your proposal include an assumed negotiated price or would this cost be in addition to the proposed price?**

ACS Response:

ACS Justice may be integrated with outside applications for the purpose of case initiation. This requires an interface to work with these systems. As with other interfaces, ACS can provide a quote to perform this integration after detailed discussions concerning your needs and specific form and function of the outside systems. The cost for this interface would be in addition to the proposed price.

- 71. ACS -- Your response to 2.2.3 indicates that ACS will negotiate with the Division on this issue, does your proposal include an assumed negotiated price or would this cost be in addition to the proposed price?**

ACS Response:

ACS has included a pool of hours in its' proposal to create state reports. The state may elect to have ACS build this report from the pool of hours proposed.

- 72. ACS -- It is not clear from your response to 6.2.5 if a PDA component is included in the price of your proposal. Please explain.**

ACS Response:

ACS Justice may be synchronized with PDAs utilizing the development tools provided with the application and the PDAs. PDAs are not included in the price of this proposal.

- 73. ACS -- Your response to 7.1.1 indicates the use of a third party, In-court. Does your proposal include the cost of this third party or would this cost be in addition to the proposed price?**

ACS Response:

ACS is the exclusive reseller of the CSI In-Court product. For large courts who seek very rapid, real time data entry in the courtroom, the In-Court product may be desired in addition to the functionality already provided by ACS. ACS has not included the In-Court product as part of this proposal. If further analysis determines that this would be advantageous to the courts, we would be pleased to provide a cost for this solution for those jurisdictions that desire it.

- 74. ACS -- It is not clear from your response to 7.1.8 if this component is included in the price of your proposal. Please explain.**

ACS Response:

Yes, Oracle 9i AS was included in the budgetary estimate for State of Indiana.

- 75. ACS -- Your response to 9.1.7, 11.1.6, 13.5.3, and 13.5.5 indicates the use of a third party interest calculating product. Does your proposal include the cost of this third party product or would this cost be in addition to the proposed price?**

ACS Response:

ACS meant as part of this response the ability to calculate interest in some manner outside of ACS JIS. This may include an interest calculating product not included in this proposal or through some other method (e.g. use of MS Excel) to calculate interest and have a user manually enter the interest transactions or have the data electronically transferred. This latter function is not currently included as a priced service.

## References

### Missouri, State of

<b>Address</b>	2112 Industrial Drive Jefferson City, MO 65110
<b>Contact</b>	Mr. Jim Roggero, Director
<b>Phone Number</b>	(573) 526-8318
<b>Population</b>	Approximately 5.1 million
<b>Number of Judges</b>	400
<b>Number of Cases Annually</b>	Approximately 962,520
<b>ACS Software Version</b>	3.1
<b>Software Licensed</b>	ACS Civil – Live ACS Criminal – Live ACS Traffic – Live ACS Juvenile – Licensed ACS Accounting Management – Live ACS Extended Case Information – Live ACS ActiveArchive – Licensed
<b>Hardware</b>	NT Server

Missouri has long had one of the most innovative judicial systems in the nation. In 1994, the Missouri Senate passed a bill to provide for funding and established the Missouri Court Automation Project. The purpose of the project was to automate court trial and appellate court systems, improve judicial service, and make courts more open and accessible to the public.

As part of this project, the state selected the ACS Justice Information System and related components as an integrated solution that would link all of the court's systems to a common set of databases so that information can be shared statewide. Jim Roggero, Director of Information Technology for the Missouri Courts, says that the state selected ACS from a field of several vendors because the ACS solution would help the state achieve its vision.

"We needed a system that would provide a solid foundation upon which we can cost-efficiently built other applications to further improve access to justice for the people of Missouri," he said.

After selecting ACS in March of 1997, Missouri selected pilot implementation sites. The three courts chosen (Montgomery County, Court of Appeals – Eastern District, and the Jackson County Circuit Court) represented a cross-section of court types, so that the system's capabilities could be tested in different environments.

Missouri's talented team worked closely with ACS to accomplish successful pilot rollouts by February 1999. ACS provided training to the state's core training team, and also provided data conversion services and customization of the software to meet the state's unique requirements. Specifically, Missouri commissioned ACS to build a juvenile case processing system with the capability to manage information gathered outside the court by juvenile officers and other interested parties. Using this system, authorized users can access a juvenile's court records, school history, drug use, and programs attended.

Due to the size and scope of the project, ACS has also established a dedicated ACS Hotline office in Jefferson City, Missouri.

### State of Rhode Island

<b>Address</b>	250 Benefit Street Providence, RI 02903
<b>Contact</b>	Mr. John H. Barrette, State Court Administrator
<b>Phone Number</b>	(401) 222-3263
<b>Population</b>	Approximately 1 million
<b>Number of Judges</b>	Approximately 67
<b>Number of Cases Annually</b>	Approximately 250,000
<b>ACS Software Version</b>	3.1
<b>Software Licensed</b>	ACS Criminal – Live ACS Juvenile – Live ACS Traffic – Live ACS Accounting Management – Live ACS Extended Case Information – Live ACS ActiveArchive – Licensed
<b>Hardware</b>	IBM

In January 1999, as part of a statewide initiative aimed at linking state and local criminal and juvenile justice system agencies, the State of Rhode Island sought an integrated case management system that could be used by criminal, juvenile, and traffic courts across the state.

After a lengthy and detailed evaluation process, the court determined that the ACS Justice Information System was “clearly superior in terms of technology and ease of use,” said Dr. Robert C. Harrall, former State Court Administrator. Harrall also said that ACS’ size and stability provided further assurance that the court’s software investment would receive support and enhancements for the long term.

The Rhode Island courts support 67 full-time judges and more than 250,000 cases per year, so they needed a solution that would make it easy for staff to enter data in one application. Once the data is entered, staff can then build on the data when issuing warrants or establishing payment accounts, thus reducing the need for redundant data entry and the potential for data entry errors. In addition, the system’s accounting capabilities give the court the level of security and user accountability it desires for processing payments.

The criminal and traffic courts went live with the ACS Justice Information System in the fall of 1999, and the juvenile court implementation was completed in August 2000. ACS has worked diligently to implement a centralized database and application servers and to convert legacy data for use in the new system. In addition to providing technical and functional training and support for the ACS system, ACS also has developed a Department of Motor Vehicles interface for the state.

ACS has also worked with the State of Rhode Island on the customization of software to include a transfer of data to two different databases and to customize a module for the public defender’s

office.

### Fulton County, Georgia

<b>Address</b>	141 Pryor Street, Suite 9049 Atlanta, GA 30303
<b>Contact</b>	Mr. Mike Rary, State Court Administrator
<b>Phone Number</b>	(404) 730-4440
<b>Population</b>	Approximately 718,336
<b>Number of Judges</b>	15
<b>Number of Cases Annually</b>	Approximately 170,000
<b>ACS Software Version</b>	3.1
<b>Software Licensed</b>	ACS Civil – Live ACS Criminal – Live ACS Traffic – Live ACS Accounting Management – Live ACS Extended Case Information – Live ACS CourtConnect – Live
<b>Hardware</b>	Bull RISC 6000 AIX Version 4.X

In large cities like Atlanta, where the population increased by nearly 20 percent from 1990 to 1996, courts need scalable technology that will grow with their needs. In early 1999, the Fulton County State and Magistrate Courts in Atlanta wanted to upgrade from an old legacy system to one that utilizes more advanced technology and can handle the courts' growing caseloads.

To meet these needs, the county selected the ACS Justice Information System, which allows court personnel to share information across divisions and avoid duplication of records.

The county and ACS worked together to implement the ACS system in less than nine months. ACS also provided training, data conversion assistance, and custom modification services.

Fulton County now has an integrated, easy-to-use court case management system that facilitates better integration with the county's Comprehensive Justice Information (CJIS) community. The county can share information with external agencies and provide public access to information over the Internet using ACS CourtConnect.

In addition, court staff now have easier access to the reports they need. Before the county began using the ACS system, court employees requested assistance from their IT staff to generate reports. Depending on how busy the IT department was at a given time, these reports could take hours, sometimes days, to complete. Now, court personnel can generate reports instantly, without having to consult the IT department.

### Fresno County, California, Superior Court of California

<b>Address</b>	1100 Van Ness Avenue Fresno, CA 93724-0001
<b>Contact</b>	Ms. Dawn Diestelkamp, Manager, Court Information Systems
<b>Phone Number</b>	(559) 488-1603
<b>Population</b>	Approximately 730,000

<b>Number of Judges</b>	40
<b>Number of Cases Annually</b>	Approximately 193,900
<b>ACS Software Version</b>	4.1
<b>Software Licensed</b>	ACS Civil – Implementation ACS Criminal – Licensed ACS Traffic – Licensed ACS Juvenile – Licensed ACS Extended Case Information – Licensed ACS Accounting Management – Licensed ACS ActiveArchive – Licensed
<b>Hardware</b>	IBM RS/6000

The Superior Court of California, County of Fresno, selected the ACS Civil, Criminal, and Traffic components, ACS Extended Case Information, ACS Accounting Management, ACS ActiveArchive, and associated professional services.

“Replacing their in-house systems with a single ACS Justice Information System will provide Fresno County Superior Court with the ability to share information, which is of great importance to a unified trial court,” said Mike Daniels, Senior Vice President of ACS Government Systems. “ACS looks forward to partnering with Fresno County Superior Court to develop and maintain a long-range court plan for enhancing and introducing new technology to their court system.”

According to Dawn Diestelkamp, Fresno County Superior Court Information Systems Manager, the functionality and technology of the ACS Justice Information System will help establish an efficient case management system for the Fresno County Superior Court.

### United States Federal Courts

<b>Implementation Live Date</b>	1998-present
<b>Version</b>	4.0 Federal
<b>Platform</b>	UNIX
<b>Operating System</b>	Windows 95
<b>RDBMS</b>	Informix
<b>Contact</b>	Ms. Laura Page, Project Manager Jury Software Implementation Administrative Office of the United States Courts 1 Columbus Circle, N.E. Washington, D.C. 20544
<b>Phone Number</b>	(202) 502-1581

The United States’ Federal Courts project involves the nationwide implementation of the ACS Jury Management System, the ACS InfoScan System, and the generation of custom reports related to the Federal Courts’ accounting system. Since September 1998, 72 of the 102 Federal Courts have successfully implemented the ACS Juror Management System. Though not a mandated system, the success of these implementations and the satisfaction of the users have encouraged other courts to join the Federal Courts using the ACS Juror solution.